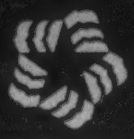
A Catalog of Courses by



United States Office of Personnel Management

Workforce Effectiveness and Development

Communications Training Institute Curriculum Catalog

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Communications Training
Office Management Training

Supervisory Development Center
Washington, D.C.

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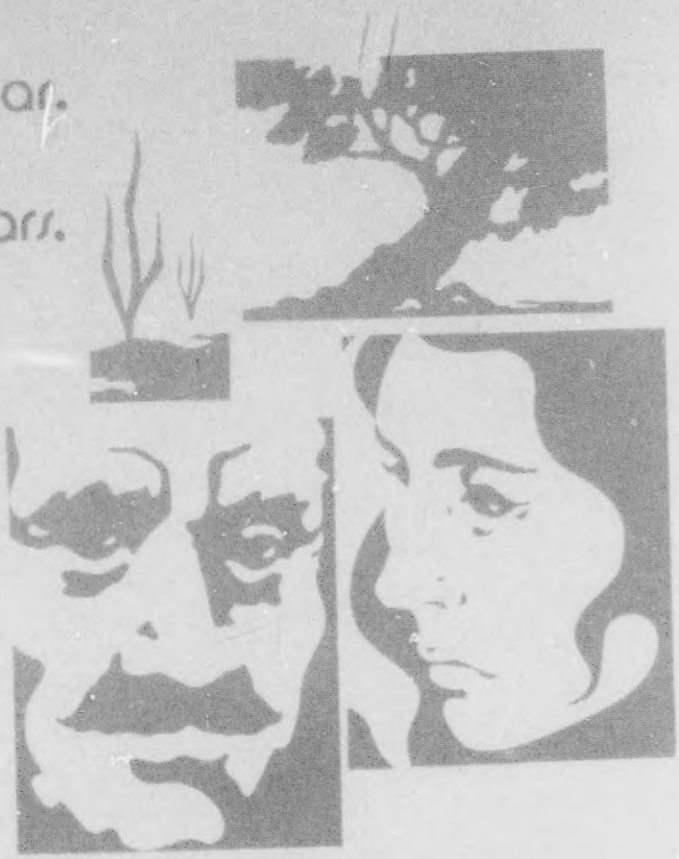
If your plan is for one year.
Plant rice.
If your plan is for ten years.
Plant trees.

But if your plan is for
one-hundred years.
Educate men.

Chinese Philosopher



The Communications Training Institute

Training Men and Women for the Modern Office

A CATALOG OF TRAINING COURSES

BY THE UNITED STATES

OFFICE OF PERSONNEL MANAGEMENT

WORKFORCE EFFECTIVENESS AND DEVELOPMENT

THE COMMUNICATIONS TRAINING INSTITUTE

CURRICULUM CATALOG

Supervisory Development
Center

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Training Men and Women for the Modern Office

In an age such as ours where change is the order of the day--demographic, technological, sociological, and cultural change--the Communications Training Institute continues to offer a solid curriculum of courses to help men and women function effectively in the modern Government office.

Our COMMUNICATIONS TRAINING turns Government employees into better communicators: men and women who are articulate in briefings, courteous in public service, lucid in letter and report writing, astute in negotiating, and creative in resolving conflicts. This training helps employees read, listen, remember, cope, and relate to one another. It helps them to integrate technology into their roles as managers or supervisors, editors or proofreaders.

Our OFFICE MANAGEMENT TRAINING turns the modern Government office into a smoothly functioning whole where men and women process words, answer telephones, make decisions, type, manage time, or take dictation with newly acquired skill and an oldfashioned pride in a job well done. This training increases efficiency in the modern office whose fewer workers need a wider variety of skills and the ability to function with greater independence than workers in the past.

The courses offered by the COMMUNICATIONS TRAINING INSTITUTE are rooted firmly in the experience of years of Government training, adapted to the changing office scene, and directed to shaping a more stream-lined Government of the future.

If your plan is for one year, plant rice.
If your plan is for ten years, plant trees.
If your plan is for one-hundred years, educate men.
Chinese Philosopher

THE COMMUNICATIONS TRAINING INSTITUTE
Training men and women for the modern office

THE COMMUNICATIONS TRAINING INSTITUTE

What it is and what it does

The Communications Training Institute is a division of the Supervisory Development Center. It has one of the most challenging of training tasks--helping Federal, State, and local government employees communicate more effectively and, thereby, increase the efficiency of their office.

The Institute offers 34 short-term interagency courses on a regularly scheduled basis at or near the Thomas Circle Training Center in the heart of Washington. It also offers the same courses, or adaptations of them, to single agencies in helping them meet their training needs.

The Institute works closely with its counterparts in the regional training centers in developing courses and in coordinating the sharing of ideas and resources. Working with the regional training centers, the Communications Training Institute arranges nationwide training for those agencies requesting it.

The Institute also advises and assists Federal, State, and local government agencies in developing their own communications and office management training programs.

Institute objectives and training methods

The Institute curriculum includes advanced, intermediate, and introductory courses that cover the behavioral, psychomotor, or affective learning domains. Training officers, personnel officers, and supervisors can pick those skills, learning needs, and courses that best fit their employees' needs.

To maintain its high standards, the Communications Training Institute keeps the student-teacher ratio at a manageable low and supplements the instructor with the latest in educational systems, technology, and equipment to enhance further the learning situation. Course objectives and participant needs determine which combination of methods and technology will be used. Participants may find any of the following methods or technologies being used in the Institute's courses:

Lecture, film, video-taped presentations
Guest speakers, panel discussions, question and answer sessions
Role playing, role modeling, experiential exercises
Small group discussions, reporting out, interpersonal feedback
Self-assessment questionnaires, group case studies, workshops
Precourse reading, back home planning, followup sessions
Tape recording and playback, 4 track FM broadcasting, monochromatic video
Programmed instruction, individualized instruction, audio-tutorial instruction
Tachistoscopic accelerator, controlled reader, 16mm film and 35mm film loops

GENERAL INFORMATION
Supervisory Development Center
Communications Training Institute
(202) 632-6047

How to apply for a course

Courses are open to employees of Federal, State, and local government agencies. Individuals interested in attending any of the training courses listed in this catalog should visit their training office to check on nominations, qualifications, and procedures. Nominations of Federal employees should be submitted on Standard Form 182 (See sample on inside of back cover) or other approved nomination forms through authorized agency officials to:

OFFICE OF PERSONNEL MANAGEMENT
SUPERVISORY DEVELOPMENT CENTER - WED
P O BOX 7230
WASHINGTON D C 20044

Nominations for State and local government personnel should be in the form of a letter from an authorized official stating the following:

Title and date of the course
Name, home (or office) address of nominee
Position title and brief description of the nominee's duties
Name and address of the billing office
Name, title, and signature of authorizing official

Tuition, cancellations, and substitutions

The training conducted by the Communications Training Institute is provided on a reimbursable basis. The nomination deadline is 2 weeks before the course begins. However, participants will be accepted on a space available basis up to the start of the course. Substitutions may be made up to the beginning of the course. Agencies will be billed for the accepted nominees unless formal cancellations are received prior to the established cancellation deadline (usually 1 week before the course begins).

Attendance policy and certificates

Participants are advised of the hours of each course and are expected to attend all sessions of the course. Any participants who must make carpool or shuttle arrangements are expected to report on time and to attend the full session.

If it is necessary for participants to be absent for any portion of the course, they are to notify their own office, which in turn will notify the Center.

Upon completion of the course, participants will receive a certificate and a record of training. The record of training lists the course objectives, course content, and dates of training.

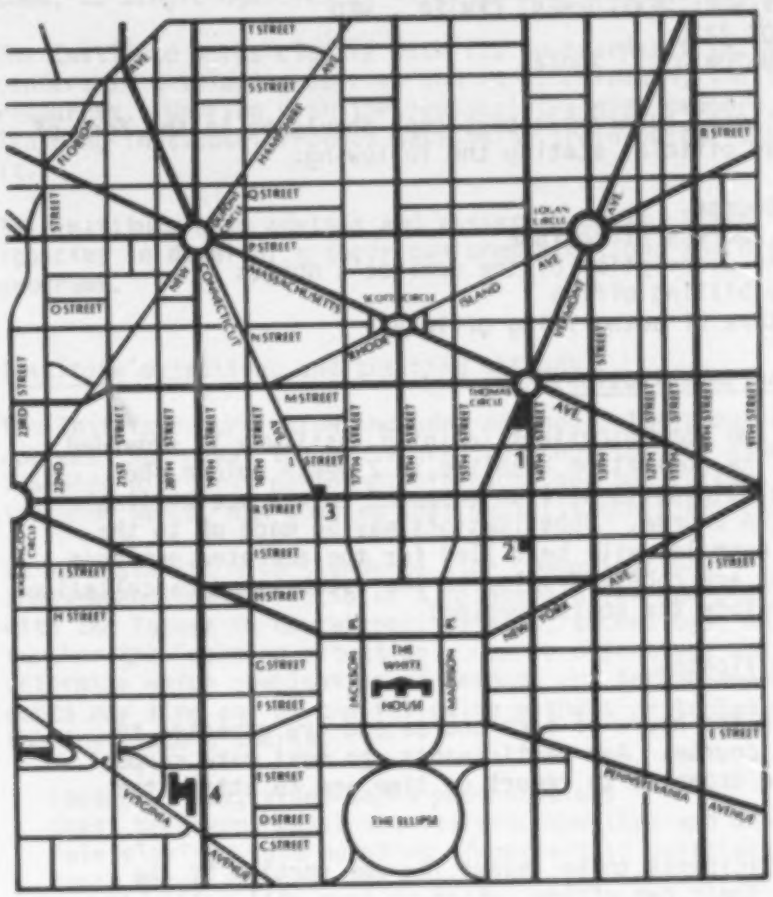
Location and transportation

The Thomas Circle Training Center, in which most Communications Training Institute courses are held, is located at 1121 Vermont Avenue, NW., Washington, DC. The Institute's offices are located in room 308.

Metrorail service is available on the Blue and Orange Lines (McPherson Square) and the Red Line (Farragut North). Metrobus lines 50, 52, 54, and 56 pass the Center on the 14th Street side of the building.

Parking is available in the building. The entrance is on the 14th Street side.

Map



KEY

1 Thomas Circle Training Center
1121 Vermont Avenue

2 McPherson Square Metrorail Station
(Blue Line)

3 Farragut North Metrorail Station
(Red Line)

4 Office of Personnel Management

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TRAINING SERVICES

Single agency on-site training

The Communications Training Institute presents any of the courses described in this catalog at your agency site or tailors these courses to meet your specific agency needs. The tailored programs can be designed to help your agency solve specific communication or office management problems. On-site programs eliminate travel time and expense. To initiate an on-site course for your agency, call this Center.

In addition to our regularly scheduled interagency courses, the following courses will be offered only when requested by agencies:

Improved Service to the Public
Motivation: A Key to Productivity

Provisions for training disabled participants

The Communications Training Institute makes every practical effort to assure that its training programs are readily accessible to employees who are disabled. Nominating officials should contact the Institute in advance of nomination to discuss any special provisions needed.

Staff

You may direct questions and inquiries to any of the Communications Training Institute staff. The telephone number is (202) 632-6047.

Walter Proznick, Acting Director

Communications

Julie Bennett, Associate Director
Luana Branch, Associate Director
Geraldine Hahn, Associate Director
Alison Kahn, Associate Director

Office Management

Senora Bazemore, Associate Director
Robert French, Associate Director
Binnie Rai, Associate Director
Deanna Turay, Associate Director
Deborah Johnson, Training Instructor

Claudette Leggett, Employee Development Clerk

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COMMUNICATIONS

WORKSHOPS

632-6047

ACCELERATED READING (25DZ) Tuition: $330

10 consecutive half days

Reading demands are ever increasing for the Government employee: more and more memos, letters, catalogs, books, newsletters, reports, etc. Yet, many employees can't keep up with their reading demands because they read slowly and do not retain what they read.

OBJECTIVES

At the end of this course, participants will be able to:

- Read at least 50 percent faster
- Read 50 percent faster and maintain at the same time at least the same level of comprehension as at the beginning of the course
- Use a variety of reading skills techniques and be able to select the best techniques for different materials

DESCRIPTION

This course is designed for above-average readers. It provides individualized learning activities to improve reading skills: speed reading drills; previewing, skimming, and scanning exercises; practice exercises to develop word power; critical reading skills; and ways to remember what is read. Objectives are achieved through class discussions, video tape, reading machines, practical exercises, and periodic conferences with the instructor. A reading test on the first day assesses participants' needs and on the last day measures participants' progress. Instruction is tailored for each participant.

TARGET AUDIENCE

This course is designed for Federal, State, and local government above-average readers who want to improve their productivity by increasing their reading speed and comprehension.

CALENDAR

1982 December 6-17

1983 March 14-25
May 9-20
August 8-19

BASIC COMMUNICATIONS SKILLS (25PD) Tuition: $325

10 consecutive half days

BASIC COMMUNICATIONS SKILLS is an introductory, "umbrella" course in communications skills development.

OBJECTIVES

At the end of this course, participants will be able to communicate more effectively on their jobs by:

- Writing simple government communications
- Listening and reacting with understanding
- Giving clear, organized oral presentations
- Developing new approaches in coping with office problems

DESCRIPTION

In skill-building workshop sessions, participants work to improve speaking, listening, and writing skills. In small and large group sessions, they demonstrate their mastery of verbal, oral, nonverbal, and coping skills. Many participant presentations are video taped and replayed so that mistakes can be immediately corrected. The taping also allows participants to see themselves as others see them.

So that participants attain overall awareness and appreciation of effective communications and gain confidence in their own abilities, the course includes a variety of training methods: video-taped replay and evaluation, brief lectures, small and large group learning activities, role playing, and teletraining.

TARGET AUDIENCE

This course is designed for entry level and all other Federal, State, and local government employees who need to improve those basic communications skills that increase job productivity.

CALENDAR

1982	October 25-November 5	1983	February 7-18 May 16-27 September 19-30

CONSTRUCTIVE CONFLICT RESOLUTION (25HE) Tuition: $300

4 consecutive full days

Conflict is inevitable in any organization; but unless it is properly managed, it can be destructive and costly. Unresolved conflict can cause low morale, low productivity, high personnel turnover, and high absenteeism. CONSTRUCTIVE CONFLICT RESOLUTION provides managers and employees with techniques to resolve organizational conflict in order to create a more harmonious and productive work environment.

OBJECTIVES

At the end of this course, participants will be able to:

- Develop conflict resolution skills for resolving organizational conflict
- Recognize attitudes and conditions which create organizational conflict
- Create working conditions which are conducive to employee cooperation
- Work with abrasive people
- Stand up for their personal beliefs without feeling guilty and without causing resentment
- Give and receive work assignments without creating conflict
- Give and receive criticism without creating conflict
- Develop appropriate verbal and nonverbal communication skills for confronting conflict situations
- Realize the importance of establishing, maintaining, and protecting cooperative working relationships

DESCRIPTION

This workshop provides participants with techniques to confront and minimize or resolve organizational conflicts, including negotiation, collaboration, and accommodation. Also, the participants learn to recognize the kinds of behavior that can inhibit or enhance conflict resolution. Other topics include giving and receiving criticism, delegating work assignments, handling disruptive employees, and creating working conditions which are conducive to employee cooperation.

The objectives are achieved through brief lectures, practical exercises, role playing, films, and group discussions.

This course is a nonclinical workshop--not group therapy--in which participants receive options, suggestions, and guidelines for conflict resolution. The material is presented in a nonthreatening manner.

TARGET AUDIENCE

This course is designed for Federal, State, and local government employees who want to learn more about handling conflict.

CALENDAR

1982	November 15-18	1983	January 18-21	July 18-21
			March 21-24	September 13-16
			May 3-6	

EFFECTIVE BRIEFING TECHNIQUES (25DF) Tuition: $330

5 consecutive full days

Everyone has difficulty at times putting thoughts into words that others react to positively. We know generally what we want to say but don't know how. We really want to package our ideas so they are as attractive to the receiver as they are to us. To do that, we need the in-depth skills that EFFECTIVE BRIEFING TECHNIQUES teaches. EFFECTIVE BRIEFING TECHNIQUES teaches Government executives to prepare and present ideas more productively in less time and with better success.

OBJECTIVES

At the end of this course, participants will be able to:

- Determine the purpose and objectives of the briefing; analyze the intended audience; select and organize materials accordingly
- Orally deliver briefings that instruct, inform, motivate, or persuade the audience
- Critique briefing deliveries using a constructive evaluation formula
- Complement briefings through the use of visual aids

DESCRIPTION

Through the use of video tape, brief lectures, role playing, films, and group discussions, participants will:

- Give impromptu and extemporaneous briefings and review their performances on video tape
- Give and receive constructive criticism from the instructor and other participants
- Improve their listening skills and learn how to make others listen to them
- Practice handling questions from a sometimes hostile or negative audience

TARGET AUDIENCE

This course is intended for Federal, State and local government executives, managers, and supervisors who frequently give impromptu and extemporaneous briefings. The course is designed to emphasize the techniques of effective oral presentations and suggests that the participants are already subject-matter experts in their field.

CALENDAR

1982	October 20-26	1983	January 19-25	May 11-17
	November 17-23		March 2-8	June 8-14
			April 6-12	September 14-20

EFFECTIVE COMMUNICATIONS FOR MANAGERS (25DL) Tuition: $225

2 consecutive full days

The best managers are the best communicators. They have the ability to listen to others. They are receptive to ideas and information. They can talk about their own ideas with other people in both formal and informal situations. They encourage and motivate their people to express ideas. They see conflict as a potentially constructive force and are not afraid to work with it.

In short, they increase productivity in their work place by communicating.

OBJECTIVES

At the end of this course, participants will be able to:

- Identify the manager's communication style
- Provide incentives, not disincentives, to good communications
- Prevent and manage problems
- Gain team commitment for accountability, programs, and objectives
- Conduct mutually beneficial meetings

DESCRIPTION

These topics will be covered through the use of brief lectures, communication inventory, supervisory style evaluation, simulation games and meetings, films, and group discussions.

TARGET AUDIENCE

This course is designed for Federal, State, and local government managers or those employees who expect to be managers soon.

CALENDAR

1982	December 13-14	1983	March 9-10 May 5-6 June 15-16 September 22-23

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EFFECTIVE ENGLISH WORKSHOP (25DM) Tuition: $325

10 consecutive half days

"I'm not sure why. It just sounds right." This approach to baffling grammatical problems is both futile and unnecessary. EFFECTIVE ENGLISH WORKSHOP offers an alternative: it helps participants to understand the intricacies of the English language, to blend contemporary usage with traditional Government standards, and to defend grammatical choices with ease and assurance.

OBJECTIVES

At the end of this course, participants will be able to:

- Recognize and correct common grammatical and usage errors
- Follow Government rules for punctuation and capitalization

DESCRIPTION

By the use of lectures, workbooks, Government reference works, a pretest, and a posttest, participants review traditional English grammar and explore contemporary standards for usage. They learn to consult Government reference works for accepted forms of punctuation, capitalization, compounding, etc. If possible, participants should bring their personal copies of the GPO Style Manual.

TARGET AUDIENCE

This course is designed for Federal, State, and local government employees who are uninformed concerning Government standards or whose English is outdated or rusty from disuse. Participants may be of practically any grade level or job series; the one qualification they need is a desire to improve their grammar. EFFECTIVE ENGLISH WORKSHOP is a more advanced course than ESSENTIALS OF ENGLISH and presupposes at least a minimal familiarity with English grammar.

CALENDAR

1982	October 18-29	1983	February 7-18	May 9-20
	*October 18-29 (at NIH)		March 14-25	June 13-24
	December 6-17		April 11-22	August 1-12
			*April 11-22 (at NIH)	September 12-23

*These interagency sessions, offered at the National Institutes of Health, Bethesda, are open to all Federal, State and local government employees who live or work in that area.

EFFECTIVE LISTENING AND MEMORY DEVELOPMENT (25DK) Tuition: $225

2 full days

Improved listening means improved office efficiency and productivity. Most Government workers spend 40 to 50 percent of their workday listening; however, their listening efficiency level is only 25 percent. With the vast amount of information being transmitted in the Government, employees find the need for accurate listening and retention becoming increasingly more important. EFFECTIVE LISTENING AND MEMORY DEVELOPMENT will help employees not only to listen more effectively but also to increase memory recall.

OBJECTIVES

At the end of this course, participants will be able to:

- Utilize practical techniques for improving their listening skills
- Recognize and overcome barriers to effective listening
- Better organize information transmitted orally by applying the principles of effective listening
- Comprehend, retain, and recall information more effectively
- Remember names, faces, facts, figures, and ideas more readily and accurately

DESCRIPTION

The course objectives will be accomplished through listening surveys, brief lectures, practical exercises, and discussions.

TARGET AUDIENCE

This course is designed for Federal, State, and local government employees who need to improve their listening and memory skills.

CALENDAR

1982	October 18-19	1983	February 14-15	June 1-2
	November 18-19		March 14-15	July 14-15
			April 11-12	August 8-9
			May 16-17	September 19-20

ESSENTIALS OF ENGLISH (25PH) Tuition: $325

10 consecutive half days

Sometimes even the most fundamental grammatical problems elude a Government employee. Such a person has probably been speaking "English" all of his or her life, and yet this nonstandard English may be crippling on the job and become a barrier to future advancement. ESSENTIALS OF ENGLISH provides a solid introduction to the fundamentals of standard English and is the key to increased productivity.

OBJECTIVES

At the end of this course, participants will be able to:

- Use standard English in oral and written communication
- Use the correct form of verbs and pronouns
- Follow the rules for subject-verb agreement
- Form correctly plurals and possessives
- Avoid the use of double subjects, double negatives, and other unacceptable forms of duplication

DESCRIPTION

In ESSENTIALS OF ENGLISH, the "puzzle" of English grammar has been broken up into its separate pieces, the various grammatical concepts. The instructor introduces each new concept. The participants practice using it immediately in supervised exercises and later in homework assignments. Sound-slide presentations and training games reinforce the concept. Finally, the participants test their newly acquired skills in periodic quizzes. Thus, as the new concept is mastered, it is fitted into its place in the "puzzle," and the process continues until the picture is complete.

TARGET AUDIENCE

This course is designed for any Federal, State, and local government employee who needs a basic review of English grammar. The course is designed primarily for native speakers of English. Those for whom English is a second language may benefit from the course if they have sufficient background in the language.

CALENDAR

1982	December 6-17	1983	February 7-18
			March 14-25
			May 9-20
			June 13-24
			September 12-23

FUNDAMENTALS OF WRITING (25EA) Tuition: $330

10 consecutive half days

Rewriting, red-penciling, submitting, resubmitting, polishing, editing, reviewing, and rewriting. There is a better way to introduce those who are new to writing to the do's and don'ts of Government writing. FUNDAMENTALS OF WRITING offers participants fundamental writing theory and provides practice in the skills that will make writing easier for them and for their supervisors.

OBJECTIVES

At the end of this course, participants will be able to:

- Form effective sentences
- Connect sentences to form clear, unified paragraphs
- Link paragraphs to create logical, multiparagraph themes

DESCRIPTION

This course covers the basic principles of writing: combining ideas into effective sentences; varying sentence patterns for effective paragraphs; forming topic, development, and conclusion sentences; achieving coherence, parallelism, and unity in writing; organizing information and constructing outlines; and developing and writing multiparagraph themes.

The course objectives are achieved through brief lectures, individual and group critique sessions, daily writing exercises, a text in writing and grammar, and discussions of transparencies produced from the participants' writing samples. FUNDAMENTALS OF WRITING offers participants both the theory and the practice to improve their writing and to overcome writer's "anxiety."

TARGET AUDIENCE

This course is designed for Federal, State, and local government employees who need a refresher course to improve or polish their writing or who need to learn fundamental writing skills. Prospective participants should have a good knowledge of grammar before coming to this course.

CALENDAR

1982	October 25-November 5	1983	January 10-21	May 16-27
	November 29-December 10		February 7-18	June 20-July 1
			March 7-18	August 8-19
			April 18-29	September 12-23

IMPROVED SERVICE TO THE PUBLIC (25HA)

2 consecutive full days

Although all Government agencies were created to serve the public, some agencies do this more than others. Their employees deal with the public on a regular basis through face-to-face and telephone communication. This course will be offered on a single-agency basis to help those agencies encountering problems in public service. The training can also include assistance to managers in analyzing such problems and in helping them to help their employees.

OBJECTIVES

At the end of this course, participants will be able to use the following skills when they are dealing with the public:

- Listen patiently
- Ask questions in an understanding manner
- Grasp pertinent facts
- Maintain emotional stability when encountering disgruntled or discourteous people
- Speak clearly and courteously
- Provide accurate, helpful, and prompt assistance

DESCRIPTION

These objectives will be accomplished through lectures, question and answer sessions, small group workshops, exercises, video-taped role plays, homework assignments, and participant reference aids and handouts.

TARGET AUDIENCE

This course is designed for Federal, State, and local government employees who deal with the public.

CALENDAR

This course if offered upon request to single agencies. There are no regularly scheduled interagency offerings.

INTERPERSONAL COMMUNICATIONS (25EH) Tuition: $290

3 consecutive full days

Recent studies show that many employees who leave their organizations do so because they are dissatisfied and unhappy with their working relationships. When working relationships are healthy, turnover and absenteeism are lower and morale and productivity are higher. INTERPERSONAL COMMUNICATIONS is designed to help managers and their employees develop skills necessary to improve their working relationships in order to accomplish the goals of their agency.

OBJECTIVES

At the end of this course, participants will be able to:

- Understand themselves better
- Accept themselves
- Realize how they relate to others and how others relate to them
- Recognize factors which inhibit effective working relationships
- Analyze the communications process
- Employ problem-solving techniques for settling office disputes
- Reduce job stress

DESCRIPTION

Since getting along well with others usually involves a large measure of self-understanding and self-acceptance, this course helps the participants to develop some insight into how they regard themselves and suggests how they can increase their self-esteem. They then become more aware of how they relate to others and how others relate to them.

The course covers such topics as the communication process, human relations problems in the work place, problem-solving techniques, human needs and motivation, and job stress.

To achieve these objectives, the instructor uses practical exercises, brief lectures, role plays, films, and group discussions. This course is a non-clinical workshop--not group therapy--in which participants receive suggestions and guidelines for improving their interpersonal communications. The material is presented in a nonthreatening manner.

TARGET AUDIENCE

This course is designed for Federal, State, and local government employees who want to improve their relationships with their employees, supervisors, and colleagues; reduce job stress; and increase their self-esteem.

CALENDAR

1982	November 1-3	1983	March 9-11	July 18-20
	December 6-8		April 4-6	September 19-21
			May 2-4	

INTRODUCTION TO EDITING (25PK) Tuition: $225

2 consecutive full days

Editors in the Government, as elsewhere, have a unique role. They stand between writers and their readers, with a responsibility toward both. Competent editors improve the quality of printed matter and facilitate its production. This course will help editors become more competent.

OBJECTIVES

At the end of this course, participants will be able to:

- Apply the techniques for effective mechanical editing, ensuring technical consistency and accuracy
- Apply the techniques for effective substantive editing, ensuring clarity and readability

DESCRIPTION

This course presents editing principles and provides practice in applying these principles. Participants will work--sometimes individually, sometimes in small or large groups--to achieve the course objectives. The class members will visit a printing office. They will also hear a guest editor.

TARGET AUDIENCE

The target audience for this course is Federal, State, and local government employees who are beginning editors, writer-editors, public information specialists, or others who edit articles, news releases, pamphlets, brochures, and similar printed material.

CALENDAR

1982	October 19-20	1983	February 16-17
	December 8-9		April 5-6
			June 20-21
			August 30-31

LETTERWRITING FOR SECRETARIES (25AM) Tuition: $290

6 consecutive half days

Do most secretaries depend upon form letters? Would they like some assistance in composing a letter or other office correspondence? Or do they want to refresh their letterwriting skills? LETTERWRITING FOR SECRETARIES offers participants both the theory and the practice to improve their letterwriting skills and to make their time spent in handling correspondence more productive.

OBJECTIVES

At the end of this course, participants will be able to:

- Apply the principles of clear letterwriting
- Analyze the composition of an effective letter
- Note the mechanics of correct writing
- Write and evaluate letters

DESCRIPTION

Topics covered in this course include planning different types of letters, such as request and reply letters; organizing information; forming parallel structures in writing; using active or passive voice; expressing ideas succinctly and coherently; and creating good tone.

The course objectives are achieved through brief lectures; audio-visual aids, including films, filmstrip/tape sets, and transparencies; individual and group critique sessions; daily writing exercises; and reading assignments.

TARGET AUDIENCE

This course is designed for Federal, State, and local government employees, specifically clerical assistants or secretaries, who handle letterwriting or other office correspondence.

CALENDAR

1982	November 2-9	1983	February 7-14	June 1-8
	*November 16-23 (at NIH)		April 19-26	August 22-29
			*May 18-25 (at NIH)	

*These interagency sessions, offered at the National Institutes of Health, Bethesda, are open to all Federal, State, and local government employees who live or work in that area.

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LISTENING FOR MANAGERS (25D0) Tuition: $115

1 full day

DID YOU KNOW THAT...

--The busy executive spends 80 percent of his/her time listening to people and still doesn't hear half of what is said?
--80 percent of interruptions come from 20 percent of the people, and the average manager is interrupted eight times per hour?
--For the 500 words commonly used, there are 15,000 meanings?
--The meanings of words are in people, not in words?

LISTENING FOR MANAGERS will help managers develop their listening skills. Accurate, effective listening can provide managers with the information necessary for making sound decisions and for taking productive actions.

OBJECTIVES

At the end of this course, participants will be able to:

- Identify and overcome barriers to listening
- Analyze the listening process
- Identify cultural and personal perceptions which affect listening
- Improve reception of oral communication through selective focusing, indexing, sequencing, and comparing
- Develop note-taking and listening strategies

DESCRIPTION

LISTENING FOR MANAGERS is designed specifically for managers. This course will help managers to become more effective communicators by overcoming listening barriers such as "echo chamber" listening and by improving their skills in listening not only to the speaker's words and ideas but also to his/her viewpoints, feelings, and motivations.

Through the use of films, tapes, discussions, and practical exercises, participants will become more aware of their personal listening habits, strengths, and weaknesses and will employ various techniques to develop effective listening skills.

TARGET AUDIENCE

This course is designed for Federal, State, and local government managers who would like to improve their listening skills.

CALENDAR

1982 December 1 1983 May 11

MANAGING OTHER PEOPLE'S WRITING (25ET) Tuition: $225

2 consecutive full days

Managers are responsible for and concerned about the content and form of the writing leaving their offices because it mirrors the thoughts and actions within their offices. With an efficient review process, managers can train their employees to write more effectively; without one, managers spend valuable time rewriting the work of others as writing weaknesses continue or even increase. This 2-day workshop will give the managers the tools they need to manage effectively the writing of their subordinates.

OBJECTIVES

At the end of this course, participants will be able to:

- Define the problems in the process of managing and reviewing the writing of others
- Identify the roles of the writer, the organization, and the reviewer/manager
- Develop a systematic approach to the whole writing process
- Work towards establishing standards to be used consistently in managing the writing of others

DESCRIPTION

Before the course, participants are sent a questionnaire and reading material to be used in class discussion. In small groups, the participants determine the roles of the writer, the organization, and the reviewer or manager of the writing. The participants then concentrate on the manager's role in the writing process--as communicator, as teacher, but not as rewriter. The course also presents a brief review of good writing principles so that participants can give more analytical reviews to their writers.

TARGET AUDIENCE

This course is designed for Federal, State, and local government employees who must manage the writing of others. Participants should have a basic knowledge of writing skills. This course is not for editors or proofreaders.

CALENDAR

1982	October 28-29	1983	February 3-4	June 2-3
	November 18-19		April 7-8	September 1-2

PROOFREADING (25AN) Tuition: $250

5 consecutive half days

As word processing becomes a reality and as the "Office of the Future" becomes the office of the present, there are some skills that are needed even more than they have been in the past, and surely proofreading skills head this list.

OBJECTIVES

At the end of this course, participants will be able to:

- Develop an awareness of the importance of proofreading
- Detect errors in typewritten material
- Use proofreading symbols
- Employ different methods of proofreading for different materials
- Improve the quality of typed copy

DESCRIPTION

Successful proofreading involves a number of different skills, and the various activities in the course are directed toward these different skills. Number recognition exercises with the tachistoscope develop visual coordination and visual memory. Proofreading exercises with the controlled reader increase eye span and develop smooth eye movement. Spelling exercises help participants master frequently misspelled words. Different methods of proofreading are applied to different types of materials. Punctuation, capitalization, and grammar are integrated into the proofreading process. Various reference works are introduced to reinforce these skills. And through all of this, participants proofread, proofread, proofread.

TARGET AUDIENCE

The target audience for this course is Federal, State, and local government employees who proofread letters, reports, and other typewritten materials. It is not a course in proofreading for printers.

CALENDAR

1982	October 4-8	1983	January 10-14	May 9-13
	November 1-5		February 7-11	June 6-10
	December 6-10		March 7-11	July 11-15
			April 4-8	August 15-19
				September 26-30

REPORT WRITING WORKSHOP (25DD) Tuition: $300

8 consecutive half days

A well-written report is like a breath of fresh air. It can clear the head and stimulate to action. Too often, though, a Government report has no apparent clear purpose, and the conclusions and recommendations are difficult to find. The language of the report is tortuous, the style pompous, and the tone inappropriate. Of course, none of these faults is intended; they are the result of a job put off until the last possible moment before the deadline or of too much reliance on what is thought of as "the proper Government way of writing."

REPORT WRITING WORKSHOP will take the writers along the logical path to follow when they are confronted with the task of preparing a report--from determining the purpose through organizing their material to revising for substance, clarity, and style.

OBJECTIVES

At the end of this course, participants will be able to:

- Define the purpose and scope of a report, paying particular attention to the needs and possible reactions of their intended readers
- Collect, assemble, and sort out data
- Organize and outline material according to a chosen format
- Write a report so that its purpose, scope, findings, conclusions, and recommendations (if any) are clear to the reader at the first reading

DESCRIPTION

By means of brief lectures, class discussions, tests, films, case studies, and practical exercises, participants examine the following topics: the communication process, what a good report should be and do, the systematic approach to the writing task, distinguishing between fact and inference, and the elements of the message--the writing itself.

TARGET AUDIENCE

This course is designed for Federal, State, and local government employees who write reports. Prospective participants should have a good knowledge of grammar and the fundamentals of writing before taking this course.

CALENDAR

1982	October 13-22	1983	February 7-16	June 20-29
	November 15-24		March 14-23	July 18-27
	December 13-22		May 16-25	September 7-16

TECHNIQUES OF NEGOTIATING (25HG) Tuition: $300

3 consecutive full days

DID YOU KNOW THAT...

--Many employees are afraid to get involved in agency negotiations?
--Many employees do not understand the cooperative negotiation process?
--Many employees do not know the techniques of constructive negotiation?
--Many employees are intimidated by the nature of those on the other side of the transaction?

OBJECTIVES

At the end of this course, participants will be able to:

- Identify, evaluate, and sharpen present negotiating skills
- Develop action plans for successful negotiating
- Develop and apply a negotiating philosophy suitable for their use
- Recognize and react to nonverbal communications in the negotiation process
- Develop and implement successful strategies and tactics in conducting negotiations
- Conduct individual and team negotiations successfully

DESCRIPTION

TECHNIQUES OF NEGOTIATING is a course which shows how to gain more and lose less in negotiations through the successful use of various strategies and tactics in conducting cooperative ("win-win") negotiations. This is not a course in negotiating procurement contracts or labor-management relations contracts.

TARGET AUDIENCE

This course is designed for Federal, State, and local government employees who want to improve their skills in negotiating. Supervisors and managers, in particular, can benefit from this course by applying course techniques in their daily negotiations with subordinates, other supervisors, and managers.

CALENDAR

1982	November 3-5	1983	February 9-11 May 18-20	August 3-5

VOICE AND DICTION IMPROVEMENT (25DI) Tuition: $300

4 consecutive half days in class
8 consecutive days of self-instruction
two hours per day at agency
3 consecutive half days in class

Government employees need VOICE AND DICTION IMPROVEMENT if:

- Their ideas are strong, but their voice is weak and lacks projection
- They use the correct words but mispronounce them
- Many of the words they speak are slurred
- They are asked to repeat words to be understood
- They speak with an annoying dialectal pattern
- They speak English as a second language

OBJECTIVES

At the end of this course, participants will be able to:

- Recognize and correct nonstandard pronunciation of vowels, consonants, and diphthongs in their speech
- Use the International Phonetic Alphabet in evaluating their speech and that of others
- Identify the vocal mechanism and relate its function to specific sounds in word production
- Analyze the communications process and apply it to the particular speaking environment

DESCRIPTION

VOICE AND DICTION IMPROVEMENT is an individualized, multimedia course in which participants develop those elements of good American diction that apply in formal and in informal speech. To accomplish this, intensive but nonthreatening evaluation, instruction, reinforcement, and speech correction techniques are employed. Audio tapes to improve listening and speaking are used. Teacher-directed and programmed study of the vocal mechanism, the processes of breathing and phonation, the sounds of English, and phonetics are reviewed. There are also conferences in which the teacher and students evaluate speech development through voice analysis worksheets.

TARGET AUDIENCE

Federal, State, and local government employees who can update their job skills and increase their productivity through better speech should attend the course. Those who require clinical speech pathology or audiology rehabilitation should NOT attend.

CALENDAR

1982	November 1-19	1983	*January 17-February 4 (at NIH)
			March 7-25
			June 6-24
			September 12-30

*Open to all Federal, State, and local government employees in that area.

WRITING EFFECTIVE LETTERS (25DA) Tuition: $300

7 consecutive half days

Every day, thousands of Government employees struggle with letters that are supposed to inform someone of something, document some action that has occurred, or ask someone to do something. Too often many of these letters, instead of doing what their authors intended, cause little besides bewilderment and dismay and lead only to the writing of more and more letters to clarify the first.

WRITING EFFECTIVE LETTERS takes the approach that every letter written is a piece of communication between people and that people are more likely to act or react as the writer would like them to if they feel that they have been treated with courtesy and respect.

OBJECTIVES

At the end of this course, participants will be able to:

- Undertake their letterwriting responsibilities with greater awareness of the reader's needs; the writer's role as a communicator; the need to organize information; the tone of their messages; and the desirability of using straightforward, economical language
- Diagnose problem areas in their own letters
- Plan and write a letter that clearly and quickly states its purpose, moves smoothly and logically from sentence to sentence and from paragraph to paragraph, and concludes effectively so that desired reader's action will result

DESCRIPTION

Through practical exercises, films, discussions, and case studies, the group analyzes and practices good letterwriting. Participants are asked to bring to the instructor three samples of their letters with any incoming letters, if possible. The instructor chooses at least one letter from each participant to use for class analysis. The appraisal of these letters is a most important part of the course.

TARGET AUDIENCE

This course is designed for Federal, State, and local government employees who have significant responsibilities for writing letters.

CALENDAR

1982	October 18-26	1983	February 7-15
	December 6-14		April 4-12
			June 13-21
			August 22-30

OFFICE

MANAGEMENT

WORKSHOPS

632-6047

ADVANCED TYPING (25AP) Tuition: $300

2 hours daily for 3 weeks

The typist in today's office needs expert keyboarding skills, along with production know-how. Whether working as a traditional typist or in a word processing environment, the typist must be able to produce high-quality materials rapidly and accurately. ADVANCED TYPING is a skill-building course designed to increase the participants' speed and accuracy as well as to provide individualized help with specific typing problems.

OBJECTIVES

At the end of this course, participants will be able to:

- Type at least 10 words a minute faster than their entry course speed
- Type with accuracy
- Proofread typed copy and find their own errors

DESCRIPTION

The three weeks of class is devoted to skill building, with emphasis on speed and accuracy development. Regular timed writings are included so participants can measure their progress.

TARGET AUDIENCE

This course is designed for Federal, State, and local government employees who type 30 or more words a minute and who need to develop an increased mastery of the skill of typing.

CALENDAR

1982	October 13-November 2 November 15-December 9	1983	January 10-28 February 15-March 9 April 4-22 May 10-31 June 21-July 12 August 8-26

BETTER OFFICE SKILLS AND SERVICE (25AA) Tuition: $300

4 consecutive full days

A changing world leads to a changing office. With training, practice, and a positive attitude, clerical employees can keep up with the changes and remain valuable members of the office team.

BETTER OFFICE SKILLS AND SERVICE is just the course clerical employees need to refresh, update, and build their clerical abilities. The clerical staff will then be moving forward in an ever-changing office environment. They will be equipped with the tools necessary to give truly Better Office Skills and Service.

OBJECTIVES

At the end of this course, participants will be able to:

- Organize their work station for better efficiency
- Handle incoming and outgoing calls in a pleasant, courteous manner
- Organize office duties according to priorities
- Use reference aids to locate information
- Use office shortcuts to save time and increase efficiency
- Follow through on work assignments to completion
- Work more effectively as a member of the office team

DESCRIPTION

Through case studies, practical exercises, incident studies, group discussions, and short lectures, the participants will focus on proper attitudes, office diplomacy, human relations, telephone techniques, grammar, organization, Government reference aids, and personal appearance. Emphasis will be placed on recognizing the importance of the clerical role in order to increase the value of the clerical employee to the manager, the office, the agency, and the Government.

TARGET AUDIENCE

This course is designed for GS-2 through GS-4 (or equivalent in other pay systems) Federal, State, and local government employees who are responsible for clerical duties in the office.

CALENDAR

1982	October 19-22	1983	February 14-17	June 6-9
	December 7-10		April 4-7	July 25-28
			May 3-6	September 13-16

INTRODUCTORY TYPING

Tuition: $225

3 hours daily (Monday through Thursday) for 3 weeks

The shortage of competent clerical support staff has become a reality in today's Government offices. This course is designed for entry-level office workers, office messengers, file clerks, mail clerks, or those members of the office support staff who have the potential to become clerk-typists. INTRODUCTORY TYPING is a beginning course which will provide each participant with basic keyboarding skills.

OBJECTIVES

At the end of this course, participants will be able to:

- Know the correct key location of the entire standard keyboard
- Proofread typed copy and find their own errors
- Type accurately at the word, sentence, and paragraph levels
- Develop correct typing habits (i.e., typing without looking at the keys and developing patterned keyboarding techniques)

DESCRIPTION

The first two weeks of the course is devoted to developing "key" placement skills on a basic typewriter keyboard and to building proof-reading skills. Accuracy and development of correct keyboarding techniques will be emphasized during the third week. The Introductory Typing program will use a multi-media and audio-visual approach. This will enable the students to progress at their individual rates and make specific and rapid evaluation of their progress. This individualized approach will promote more comprehension of the subject matter.

TARGET AUDIENCE

This course is designed for Federal, State, and local government employees who need to learn how to type. It could also be used as a refresher course for employees who have not used a typewriter for a number of years. Employees who already have a typing speed of 25 words per minute or more should attend Advanced Typing.

CALENDAR

1982	October 18-November 4	1983	January 10-27 April 4-21 August 8-25

MOTIVATION--A KEY TO PRODUCTIVITY (25GE)

1 full day

Because of the increased complexity of the technological functions, multiple changes in contemporary society, and the forces of organization renewal changes, leaders are caught in the stress caused by managing the motivation of persons during this period. Today's workers are relatively more secure and salaries are higher than ever before. Therefore, the needs of workers are different. Supervisors need to be able to assess these changing needs and provide the necessary climate to meet effectively these needs.

MOTIVATION--A KEY TO PRODUCTIVITY is designed to help supervisors develop the key skills necessary to identify and implement on-the-job motivational procedures that will increase the morale of employees and result in increased productivity.

OBJECTIVES

At the end of this course, participants will be able to:

- Determine what really motivates today's workers
- Establish a climate where employees feel motivated
- Understand and be able to apply simple, easy-to-use concepts for motivating employees
- Recognize how self-motivation and high expectations influence the results they get from themselves and others
- Understand how leadership style affects performance

DESCRIPTION

Motivational theories, techniques, and concepts will be presented through short lectures, group discussions, films, role plays, and practical exercises designed to give participants first-hand experience in applying concepts.

TARGET AUDIENCE

This workshop is designed for Federal, State, and local government employees who have recently become responsible for the supervisory/managerial/coordination functions in an office.

CALENDAR

This course is offered upon request to single agencies. There are no regularly scheduled interagency offerings.

OFFICE MANAGEMENT (25AD) Tuition: $330

5 consecutive full days

Managers traditionally manage divisions, bureaus, or similarly named departments. But who is really responsible for the effective management of the office? Is the "office manager" the person who has the most seniority? Or is the office manager a person who is trained to organize and administer management concepts in achieving an effective and efficient office?

OFFICE MANAGEMENT introduces concepts which will improve the effectiveness of employees responsible for management of the many clerical-managerial activities in their offices. Participants are given the opportunity to develop new skills in office management so that they return to their offices ready to apply good management principles in coordinating their day-to-day activities and responsibilities.

OBJECTIVES

At the end of this course, participants will be able to:

- Determine those factors which contribute to increased office productivity
- Apply communicating, planning, organizing, and controlling techniques for more effective office coordination
- Use an appropriate leadership style
- Maintain a productive relationship with office employees through effective delegation, evaluation, and training
- Design an effective office layout
- Apply the concept of Management by Objectives to their office managerial responsibilities

DESCRIPTION

Through simulation, case studies, work-oriented projects, practical exercises, and short lectures, the participants tackle practical problem-solving experiences in each of the sessions. Topics covered include the role of today's office manager, Management by Objectives, dynamics of good leadership, how to maintain good employee relationships, management of time, techniques for organizing the work, the work environment: new concepts and equipment, anticipating problems--setting standards--avoiding "management by crisis," training: a key managerial skill, and managing yourself.

TARGET AUDIENCE

This course is designed for Federal, State, and local government employees--GS-5 and above--who are responsible for clerical-managerial office functions.

CALENDAR

1982	November 15-19	1983	February 7-11	June 20-24
	December 6-10		March 14-18	August 1-5
			April 11-15	September 19-23

SECRETARIAL DECISION MAKING (25AT) Tuition: $300

4 consecutive full days

Are decisions in your office made in a rational, systematic way? Do the problem-solving and decision-making skills of secretaries complement those of managers? When secretaries are faced with an important choice, do managers step in and take over? With proper training and practice, secretaries can relieve their managers of many office problems by applying proven decision-making techniques to daily activities and occurrences.

SECRETARIAL DECISION MAKING is designed to develop the decision-making and problem-solving skills of Government secretaries. This workshop provides an in-depth analysis of the elements leading to effective decisions.

OBJECTIVES

At the end of this course, participants will be able to:

- Apply a systematic approach to decision making and problem solving
- Separate facts from inferences while understanding the role of each in decision making
- Communicate decisions, problems, and potential problems more effectively
- Utilize decision-analysis worksheets and decision logic tables
- Identify potential group decision situations
- Separate job problems from people problems and treat each appropriately
- Generate creative alternatives and objectively evaluate each option
- Use persuasive techniques in communicating proposed ideas and solutions

DESCRIPTION

Through in-basket exercises, simulation, group discussion, case studies, and role playing, the participants receive practice in solving problems and making decisions. They learn to use a systematic approach in identifying problems, developing alternative solutions, arriving at one or several solutions, discussing the solutions with the class, and then choosing a solution which best solves the problem.

TARGET AUDIENCE

This workshop is designed for Federal, State, and local government employees--GS-5 and above (or equivalent in other pay systems)--who are secretaries, clerk-stenographers, clerk-typists, administrative assistants, or other clerical personnel.

CALENDAR

1982	October 4-7	1983	February 1-4
	December 13-16		April 25-28
			June 27-30
			August 1-4

SECRETARIAL PRODUCTIVITY THROUGH INDIVIDUAL LEADERSHIP (25BA)

Tuition: $300

4 consecutive full days

"Office efficiency" and "office effectiveness" are key phrases in today's Government offices. Today's managers are being asked to find the time and energy to handle increasing workloads, increasing paperwork, and many other problems associated with managing an office.

Office efficency, however, is every employee's responsibility. Secretaries and other clerical assistants can improve their efficiency and effectiveness through a better understanding and practice of their individual leadership roles. SECRETARIAL PRODUCTIVITY THROUGH INDIVIDUAL LEADERSHIP focuses on helping participants use their individual leadership qualities to build a more positive and productive working climate.

OBJECTIVES

At the end of this course, participants will be able to:

- Recognize their role as individuals and as members of work groups in improving efficiency and effectiveness
- Identify motivational factors which influence their own and other's efficiency
- Use time, equipment, and office space effectively
- Develop and implement new ideas
- Listen with understanding and comprehend what action should be taken
- Work smoothly and effectively under pressure
- Examine their current work habits and effect change as necessary

DESCRIPTION

This course uses lectures, group discussions, in-basket exercises, role playing, incident studies, and reading materials to help participants take a positive approach to improving their efficiency and effectiveness on the job.

TARGET AUDIENCE

This course is designed for Federal, State, and local government employees.

CALENDAR

1982	November 2-5	1983	January 17-20 March 1-4 May 10-13 June 14-17 September 26-29

SECRETARIAL TECHNIQUES (25AB) Tuition: $300

4 consecutive full days

Secretaries are a vital part of the office management team. Without efficient secretaries, the office environment would be one of chaos and confusion.

SECRETARIAL TECHNIQUES is designed to build and polish the professional skills of Government secretaries. Participants will analyze the duties, responsibilities, and attitudes of today's professional secretary while striving toward increased office productivity and job satisfaction.

OBJECTIVES

At the end of this course, participants will be able to:

- Analyze the duties, responsibilities, and attitudes of today's Government secretary and determine what new skills are needed to adapt successfully to a changing role
- Handle the receptionist role more effectively
- Plan and organize work more systematically
- Edit sentences for correctness using accepted Government references as a guide
- Present ideas in an organized, persuasive manner
- Practice techniques that lead to effective human relationships

DESCRIPTION

Through individual and group projects, case studies, in-basket exercises, short lectures, and problem analyses, the participants will concentrate on these areas: adapting to change, building vocabulary and listening skills, managing time, briefing the manager(s), improving grammar and writing style, developing human relations techniques, and striving for success.

TARGET AUDIENCE

This workshop is designed for Federal, State, and local government secretaries in the GS-5 through GS-7 grade structure (or equivalent in other pay systems).

CALENDAR

1982	November 16-19	1983	March 22-25	June 7-10
	December 6-9		May 24-27	August 22-25

SEMINAR FOR EXECUTIVE SECRETARIES (25AC) Tuition: $290

3 consecutive full days

This seminar-workshop is designed to bring Government executive secretaries together with leading consultants from around the nation to exchange ideas and bring into focus the new challenges and responsibilities of today's senior-level secretaries. University professors, psychologists, management consultants, and top Government executives will present lectures and conduct workshops to enable the participants to apply the concepts presented.

The overall topic or theme for FY 82-83 is the following: "Every Executive Secretary Is a Professional." Each seminar is geared to meet the needs of the participants; therefore, specific topics during this 2-year period will be built around the following general categories:

- Functioning more effectively as the assistant to the executive
- Determining professional responsibilities
- Managing better communications in the office
- Understanding and being informed on current issues

DESCRIPTION

Outstanding guest lecturers--including Federal executives, business consultants, university professors, and members of Congressional staffs--bring expertise and innovative approaches to meeting the challenges of the executive assistant's job. Participants will have an opportunity to learn through lecture, group discussion, case studies, role playing, and practical exercises.

TARGET AUDIENCE

This seminar-workshop is designed for Federal, State, and local government senior-level secretaries, administrative assistants, staff assistants, and office managers GS-8 and above (or equivalent in other pay systems).

CALENDAR

1982	October 5-7	1983	February 23-25
	December 8-10		April 12-14
			June 28-30
			September 21-23

SHORTHAND REFRESHER (25AG) Tuition: $330

6 alternate half days
4 consecutive half days

SHORTHAND REFRESHER is designed to update the skills of secretaries who take Gregg Diamond Jubilee or Gregg Simplified shorthand. Participants should know their theory principles and be able to take dictation at 50 words a minute. SHORTHAND REFRESHER is not a course for beginners.

OBJECTIVES

At the end of this course, participants will be able to:

- Write accurate shorthand symbols and use brief forms and phrases to increase their writing speed
- Take unfamiliar dictation at a minimum speed of 80 words a minute
- Determine accuracy of transcribed materials through the use of Government and other reference sources
- Transcribe, within 45 minutes, shorthand notes consisting of material dictated for 3 minutes using correct grammar, punctuation, capitalization, and spelling; minimum accuracy level is 90 percent.

Participants who successfully pass a 3-minute shorthand test at 80 words a minute or more will receive a Certificate of Proficiency.

DESCRIPTION

In an electronic learning laboratory, participants review brief forms and phrases, grammar, Government style practices, speed-building techniques, and correspondence procedures. In addition, the workshop includes simulated Government-style dictation and frequent transcription tests, with dictation geared to meet participants' needs. Dictation materials range from 50 to 130 words a minute.

TARGET AUDIENCE

The workshop is designed for Federal, State, and local government employees who can take Gregg Simplified or Gregg Diamond Jubilee shorthand at 50 words a minute or more.

CALENDAR

1982	November 29-December 17	1983	February 28-March 18
			May 2-20
			July 11-29

STRESS MANAGEMENT FOR SECRETARIES (25BB) Tuition: $290

3 consecutive full days

DID YOU KNOW THAT. . .

--Clerical workers are the second-highest victims of stress-related disease?
--Stress symptoms are high absenteeism, low morale, low productivity, and poor communications?
--83 percent of workers claim to suffer on-the-job stress?
--Stress contributes to high blood pressure, chest and back pain, ulcers, headaches, insomnia, depression, fatigue, frustration, tension, moodiness, and low self-esteem?
--Women employed in clerical and sales occupations have coronary heart disease rates that are twice as high as other women?

STRESS MANAGEMENT FOR SECRETARIES is a course which presents methods and techniques with which secretaries can recognize and effectively manage stress in the office. Concerns for the impact of stress on productivity and well-being are very high in most organizations these days. Contrary to what many people believe, stress is not necessarily something to be avoided; it is something to be managed. With too little stress, productivity goes down and employees become bored. A healthy level keeps employees enthusiastic, productive, and alert.

At the end of this course, the participants will be able to:

. Determine the causes of stress in the office and ways to use it to good advantage, cope with it, or eliminate it
. Effectively use the methods presented to manage unavoidable "dis" stress
. Increase productivity by reducing stress in the office
. Understand the nature of the specific stress response as well as the physical effects of chronic stress
. Recognize early stress signals in themselves and others

DESCRIPTION

Topics covered in this course include the definition of stress, how to recognize stress, how to cope with it, how to reduce it, and how to increase productivity by dealing with it effectively. The course objectives are achieved through brief lectures, role plays, audio-visual aids, and individual and group critique sessions.

TARGET AUDIENCE

This course is designed for Federal, State, and local government employees, specifically clerical assistants, secretaries, administrative assistants, or office managers.

CALENDAR

1982	October 13-15	1983	February 9-11	June 20-22
	December 1-3		April 25-27	August 29-31

SUCCESSFUL TEAMWORK...HOW SUPERVISORS AND SECRETARIES ACHIEVE IT (25AK)

1 full day Tuition: $115

This seminar is for the ambitious, concerned supervisor and secretary. It is based on the premise that the secretary who knows something about management and about the boss's needs and aspirations will be a better secretary. It is based, also, on the parallel assumption that the supervisor who knows something about a secretary's thinking and hopes for the future will be a superior boss. Finally, it assumes that both supervisor and secretary will work to establish a relationship in which their respective skills, personalities, attitudes, and habits complement each other and create an atmosphere which enables both to do the best possible job.

OBJECTIVES

At the end of this course, participants will be able to:

- Make better use of their assistant's expertise
- Get the most out of their managerial/secretarial potential by organizing, planning and coordinating their activities
- Place emphasis on professionalism
- Build a dynamic administrative team

DESCRIPTION

Objectives for the seminar will be accomplished through lectures, films, a vignette, and practical exercises.

TARGET AUDIENCE

Supervisor/secretary teams are encouraged to attend.

CALENDAR

1982	November 1	1983	January 31
			April 4
			July 11

TELEPHONE TECHNIQUES: THE COMMUNICATION CONNECTION (25BD) Tuition: $100

1 full day

TELEPHONE TECHNIQUES: THE COMMUNICATION CONNECTION is designed for all office employees who have the responsibility for transacting Government business by telephone.

This course provides guidelines and techniques for successful communication by telephone and for handling people and problems efficiently, pleasantly, and helpfully.

OBJECTIVES

During the course, participants will learn how to:

- Handle telephone inquiries, not just "take calls"
- Listen attentively
- Deal effectively with disagreeable callers
- Cope with constant interruptions
- Improve telephone etiquette by becoming more aware of themselves and others
- Professionalize their telephone personality
- Determine which calls should be made by their bosses

DESCRIPTION

Participants will be encouraged to view the telephone as a tool to improve efficiency and effectiveness.

Concepts will be presented through practical exercises on functional telephones, voice and diction exercises recorded and played back by each student, actual calls video taped and played back, case studies, and short lectures. Emphasis will be placed on listening effectively, developing a professional telephone personality, and increasing effectiveness to enable each participant to communicate by telephone with confidence and efficiency.

TARGET AUDIENCE

The course is designed for Federal, State, and local government employees who are responsible for transacting Government business by telephone.

CALENDAR

1982	November 22	1983	February 1	June 29
			March 21	September 15
			May 26	

TIME MANAGEMENT FOR SECRETARIES (25AW) Tuition: $225

2 full days, one week apart

Many secretaries are buffeted by changing priorities that scramble their work schedules. They frequently have more priorities than time to handle them. They often find that their working day is too short. Improved time management may be the key to greater productivity and efficiency for them.

TIME MANAGEMENT FOR SECRETARIES stresses the skill of active, productive, and effective time management.

OBJECTIVES

At the end of this course, participants will be able to:

- Analyze how they use their time
- Identify how they waste time and develop strategies for more productive time use
- Plan for effective use of time gains
- Handle the time priorities that others give them as well as their own
- Increase their efficiency by capitalizing on their "inner" time clock
- Set goals and priorities for organizing time and working more effectively

DESCRIPTION

There is a 1-week break between the first and second sessions. On the first day, participants are introduced to basic principles of effective time management. These principles are applied in the participants' offices using worksheets and other assigned activities during the 1-week break. On the second day of class, participants discuss their application of the principles and develop an action plan for managing their time and work more effectively.

Through class/group discussions, brainstorming, films, case studies, practical exercises, role playing, and short lectures, participants learn how to plan and use their time more effectively.

TARGET AUDIENCE

This course is designed for Federal, State, and local government employees who need to develop skills for more productive use of their time.

CALENDAR

1982	October 6 & 13	1983	March 16 & 23	June 22 & 29
	December 8 & 15		April 20 & 27	August 2 & 9
			May 17 & 24	September 20 & 27

WORD PROCESSING - A CLERICAL/SECRETARIAL ORIENTATION Tuition: $290

3 consecutive full days

Word Processing is a major part of any "Office Automation" implementation effort. Document processing, text processing, image processing, electronic message systems, and local area networks (LANS) are just part of the emerging concepts that tie into or relate to word processing installations. We are no longer looking at word processing centers; we are looking at INTEGRATED OFFICE SYSTEMS where word processing plays a major role. This course is designed to give clerical/secretarial employees an overview of what word processing is and how this equipment can increase the effectiveness of the office. This is not a course in hands-on operation of specific word processing equipment.

OBJECTIVES

At the end of this course, participants will be able to:

- Define word processing as it relates to changing the traditional clerical support role
- Identify practical applications for word processing equipment
- Develop an understanding of the concepts, principles, and issues involved in planning, designing, and implementing word processing systems or procedures
- Develop benchmark guidelines for procuring equipment or software
- Understand word processing system components (i.e., storage/media devices, printer/output devices, software features, and optional capabilities)
- Identify procedures, controls, and training programs necessary to manage the use of the word processing technology
- Develop an awareness of the integration of additional office automation technology with word processing

DESCRIPTION

This is a comprehensive 3-day introduction to the ever-changing world of word processing. The workshop focuses on how to achieve the full potential of word processing in the most cost effective manner. Special emphasis will be placed on the development of procedures, controls, and word processing applications. The workshop uses word processing guest lecturers, simulated case studies, films, and group discussions.

TARGET AUDIENCE

This course is designed for administrative, secretarial, and clerical personnel who work for Federal, State, and local governments.

CALENDAR

1982	November 3-5	1983	February 2-4
			May 2-4
			August 10-12

WORD PROCESSING FOR MANAGERS (25ES) Tuition: $225

2 consecutive full days

Tomorrow's office methods and technology are here today--and word processing is at the forefront of this advance. Many managers, however, are overwhelmed with word processing information that is inadequate, conflicting, or mysterious.

WORD PROCESSING FOR MANAGERS will help Government managers to separate the fantasies of word processing from the realities and to determine what word processing can do for their organizations.

OBJECTIVES

At the end of this course, participants will be able to:

- Develop a definition of word processing as it applies to their organization
- Discuss the benefits, scope, and complexities of a word processing system
- Compare the alternative designs of word processing
- Examine the factors involved in introducing a change such as word processing into their organization
- Describe the effects of word processing on the roles and responsibilities of people
- Determine how word processing will provide more effective utilization of managerial and clerical time
- Assess the innovative technology available for improving productivity in today's Government offices

DESCRIPTION

Through the use of guest speakers, panel discussions, films, and workshops, participants broaden their knowledge of word processing and gain an overview of the ultimate goals and applications of a word processing system.

TARGET AUDIENCE

This course is designed for Federal, State, and local government managers who wish to examine the opportunities and complexities of word processing.

CALENDAR

1982 December 6-7 1983 June 21-22

OPM Training Index

The following list is an index of subjects taught in Washington area OPM classes and through the National Independent Study Center. The list also includes topics in which OPM will provide reimbursable training assistance. Each entry identifies one or more OPM centers and provides phone numbers by which you may obtain more information.

The list includes subjects covered in courses offered in the following Washington-based centers:

ADP	ADP Management Training Center
LERTC	Labor and Employee Relations Training Center
MSTC	Management Sciences Training Center
OSC	Office Systems Center
PMTC	Personnel Management Training Center
SDC	Supervisory Development Center

The mailing address for the above centers is:

OPM
(CENTER NAME)
PO BOX 7230
WASHINGTON DC 20044

The index covers two other OPM institutes:

GAI	Government Affairs Institute
WMI	Washington Management Institute

The mailing address for these institutes is:

OPM
(INSTITUTE NAME)
PO BOX 988
WASHINGTON DC 20044

Finally, the index includes topics addressed in self-instructional programs of the OPM National Independent Study Center (NISC):

NISC
OPM
BUILDING 20
DENVER FEDERAL CENTER
DENVER CO 80225

The telephone numbers listed in the index are in the Washington area — except for the National Independent Study Center. That center can be reached through either commercial lines or the Federal Telecommunications System (FTS).

ADP Introductory Courses (ADP 632-5650; NISC 303-234-2224)
Accounting (MSTC 632-5600)
Administering a Labor Agreement (LERTC 632-4410)
Administrative Duties (SDC 254-3211)
Administrative Grievance System (LERTC 632-4410)
Administrative Systems and Procedures Analysis (MSTC 632-5600)
Adverse Actions (LERTC 632-4410)
Affirmative Action (PMTC 632-9772)
Affirmative Recruitment (PMTC 632-9772)
Alcohol and Drug Abuse (LERTC 632-4410)
Alternative Methods/Media (PMTC 632-5636)
Arbitation (LERTC 632-4410)
Assertiveness Training (SDC 254-3211)
Assessment and Selection of Personnel (PMTC 254-8020)
Assessment of Technology Impact on Staffing & Training (PMTC 632-5636)
Audiovisual Training/Informational Packages (PMTC 632-5636)
Automated Accounting, Budgeting and Personnel (ADP 632-5650)
Automated Offices (OSC 632-4184)
Automated Personnel Data Applications (PMTC 632-5636)

Bargaining Unit Determination (LERTC 632-4410)
BASIC Programming (ADP 632-5650)
Behavioral Sciences and Management (WMI 632-5671)
Bookkeeping (MSTC 632-5600)
Briefing (SDC 632-6047)
Budgeting (MSTC 632-5600)

Career Advancement (PMTC 632-9772)
Career Development (WMI 632-5671)
Case Preparation, FLRA (LERTC 632-4410)
Case Preparation, MSPB (LERTC 632-4410)
Cash Management (MSTC 632-5600)
Cashier Training (MSTC 632-5600)
Classification (PMTC 254-8020; NISC 303-234-2224)
Clerical Training (SDC 632-6047)
Coaching (SDC 254-3211; WMI 632-5671)
COBOL Programming (ADP 632-5650)
Collective Bargaining (LERTC 632-4410)
Communication (SDC 632-6047, 254-3211)
Communications in Automated Offices (OSC 632-4184; SDC 632-6047)
Complaints of Discrimination (PMTC 632-9772)
Computer Auditing (ADP 632-5650)
Computer Graphics (OSC 632-4184)
Computer Operations (ADP 632-5650)
Computer Resources Management (ADP 632-5650)
Computer Specialist Trainees (ADP 632-5650)
Computer-Based Instruction (PMTC 632-5636)
Computerized Management Information Systems (ADP 632-5650)
Conduct and Performance (LERTC 632-4410)
Conflict Resolution (SDC 632-6047; WMI 632-5671)
Congressional Budget Process (GAI 632-5662)
Congressional Operations (GAI 632-5662)

Contract (Union-Management) Administration (LERTC 632–4410)
Contracting for Training (PMTC 632–5636)
Controlling (SDC 254–3211; WMI 632–5671)
Correlation and Regression (MSTC 632–5600)
Cost/Benefit Analysis (MSTC 632–5600)
Counseling (SDC 254–3211; WMI 632–5671)
Counseling Services Program, Employee (LERTC 632–4410)

Data Analysis (ADP 632–5650)
Data Base Design and Management Systems (ADP 632–5650)
Data Collection and Analysis (MSTC 632–5600)
Data Communications (ADP 632–5650)
Data Entry (ADP 632–5650)
Data Gathering Techniques (ADP 632–5650)
Decision Logic Tables (ADP 632–5650)
Decision Making (SDC 254–3211; WMI 632–5671)
Decision Making, Secretarial (SDC 632–6047)
Delegating (SDC 254–3211; WMI 632–5671)
Designing Office Automation Systems (OSC 632–4184)
Desk Guides (PMTC 632–5636)
Dictation (SDC 632–6047)
Directing (SDC 254–3211; 632–5671)
Discipline (LERTC 632–4410; SDC 254–3211)
Disciplinary Actions (LERTC 632–4410)
Discrimination Complaint Processing (PMTC 632–9772)
Distributed Data Processing (ADP 632–5650)

EEO (PMTC 632–9772; NISC 303 234–2224)
EEO Counseling (PMTC 632–9772)
EEO Workforce Data (PMTC 632–9772)
Economic Investment (DOD) (MSTC 632–5600)
Economy and Government (GAI 632–5662; WMI 632–5671)
Editing (SDC 632–6047)
Efficiency, Measuring (MSTC 632–5600)
Electronic Mail and Electronic Offices (OSC 632–4184; SDC 632–6047)
Employee Benefits (LERTC 632–4410)
Employee Conduct (LERTC 632–4410)
Employee Development (PMTC 632–6536)
Employee Performance (LERTC 632–4410; SDC 254–3211)
Employee Relations (LERTC 632–4410)
Employee Services (LERTC 632–4410)
English (SDC 632–6047; NISC 303–234–2224)
Evaluating Office Automation (OSC 632–4184)
Evaluation (MSTC 632–5600; WMI 632–5671)
Evaluation and Procurement of Computer Systems (ADP 632–5650)
Evaluation Systems (PMTC 632–5636)
Executive Leadership (WMI 632–5671)

FLRA Procedures and Decisions (LERTC 632–4410)
Fact-Finder's Role, Administrative Grievance (LERTC 632–4410)
Factor Evaluation System (PMTC 254–8020)
Federal Personnel Manual (PMTC 632–9772; NISC 303–234–2224)
Federal Wage System (PMTC 254–8020)
Federal Women's Program (PMTC 632–9772)
Federalism (GAI 632–5662)
Financial Management (MSTC 632–5600)
Financial Reports (MSTC 632–5600)
FORTRAN Programming (ADP 632–5650)
Freedom of Information Act (GAI 632–5662; SDC 254–3211)

Government Operations (GAI 632–5662)
Grants Management (MSTC 632–5600)
Graphs, Charts, and Tables (MSTC 632–5600)
Grievance System, Administrative (LERTC 632–4410)
Grievances Under Labor Agreement (LERTC 632–4410)
Group Dynamics (SDC 254–3211)

Handicapped, Selective Placement (PMTC 632–9772)
Hearing Process (GAI 632–5662)
Hispanic Employment Program (PMTC 632–9772)
Human Factors (SDC 254–3211; WMI 632–5671)
Human Factors in Office Automation (OSC 632–4184; SDC 632–6047)
Human Relations (SDC 254–3211, 632–6047)
Ideas and Authors (GAI 632–5662; WMI 632–5671)
Image Processing (OSC 632–4184)
Impasse Resolution (LERTC 632–4410)
Implementing Office Automation (OSC 632–4184)
Incentive Awards (LERTC 632–4410)
Indexing and Abstracting (ADP 632–5650)
Individual Development Planning Systems (PMTC 632–5636)
Individual Development Plans (SDC 254–3211; WMI 632–5671)
Information Management (MSTC 632–5600)
Information Processing (OSC 632–4184; SDC 632–6047)
Information Simplification (PMTC 632–5636)
Instructional Systems (PMTC 632–5636)
Intergovernment Relations (GAI 632–5662)
Internal Controls (MSTC 632–5600)
Interpersonal Communications (SDC 632–6047; WMI 632–5671)
Interviewing (SDC 254–3211)
Interviewing for Employment (PMTC 254–8020)

Job Aids (PMTC 632–5636)
Job Analysis for Staffing (PMTC 254–8020)
Job Control Language (ADP 632–5650)
Job Performance Aids (PMTC 632–5636)
Job/Task Analysis (PMTC 632–5636)

Keyboarding (SDC 632–6047)

Labor Agreement Language (LERTC 632–4410)
Labor Relations (LERTC 632–4410; NISC 303–234–2224)
Leadership (SDC 254–3211; WMI 632–5671)
Legislative Development, Operations and Tracking (GAI 632–5662)
Letterwriting (SDC 632–6047)
Liability, Personal (GAI 632–5662)
Library Automation (ADP 632–5650)
Listening (SDC 632–6047; WMI 632–5671)
Logic Development (ADP 632–5650)

MSPB Case Preparation (LERTC 632–4410)
Machine Transcription (SDC 632–6047)
Management (SDC 254–3211; WMI 632–5671)
Management Analysis (MSTC 632–5600)

Management by Objectives (WMI 632–5671)
Management Skills in Automated Offices (OSC 632–4184)
Management Styles (SDC 254–3211; WMI 632–5671)
Managing Office Automation (OSC 632–4184)
Managing Office Systems Change (OSC 632–4184)
Math Refresher (NISC 303–234–2224)
Math, Quick and Easy (MSTC 632–5600)
Mathematical Techniques (MSTC 632–5600)
Measuring Impact of Office Automation (OSC 632–4184)
Mediation (LERTC 632–4410)
Memory Development (SDC 632–6047)
Merit Pay (LERTC 632–4410)
Merit Promotion (PMTC 254–8020)
Microcomputers (ADP 632–5650; OSC 632–4184)
Micrographics (ADP 632–5650; OSC 632–4184)
Middle Management (WMI 632–5671)
Minicomputers (ADP 632–5650)
Monitoring (WMI 632–5671)
Motivation (SDC 254–3211)
Motivation (Secretarial) (SDC 632–6047)

Needs Assessment for Office Automation (OSC 632–4184)
Negotiability (LERTC 632–4410)
Negotiations, Managerial (WMI 632–5671)
Negotiating (SDC 254–3211, 632–6047)
Negotiating Labor Agreement (LERTC 632–4410)
Networks, Communications (OSC 632–4184; SDC 632–6047)
Numbers, Working with (MSTC 632–5600)

Office Automation (OSC 632–4184)
Office Management (SDC 632–6047)
Office of the Future (OSC 632–4184)
Office Systems (OSC 632–4184)
OMB Circular A–76 Cost Studies (MSTC 632–5600)
On-The-Job Training (PMTC 632–5636)
Operations Analysis (MSTC 632–5600)
Organization Study and Design (MSTC 632–5600)
Organizational Development and Effectiveness (PMTC 632–5636; SDC 254–3211; WMI 632–5671)
Organizing (SDC 254–3211; WMI 632–5671)
Outplacement Program (PMTC 254–8020)

Paperless Office (OSC 632–4184)
Paperwork Management (MSTC 632–5600)
Payroll, Time, Leave, and Attendance (MSTC 632–5600)
Performance and Conduct (LERTC 632–4410; NISC 303 234–2224)
Performance Appraisal (LERTC 632–4410; SDC 254–3211)
Performance Standards (LERTC 632–4410)
Personal Computers (ADP 632–5650; OSC 632–4184)
Personnel Action Processing (PMTC 254–8020; NISC 303–234–2224)
Personnel Clerk Functions (NISC 303 234–2224)
Personnel Management (PMTC 254–8020; SDC 254–3211; WMI 632–5671; NISC 303–234–2224)
Personnel Management Program Evaluation (PMTC 632–9772)
PERT/CPM (MSTC 632–5600; WMI 632–5671)
PL/1 Programming (ADP 632–5650)
Planning and Evaluation (MSTC 632–5600; SDC 254–3211; WMI 632–5671)
Planning for Office Automation (OSC 632–4184)
Planning Techniques (MSTC 632–5600; WMI 632–5671)
Policy/Program Analysis and Evaluation (MSTC 632–5600)
Position Classification (PMTC 254–8020; NISC 303–234–2224)
Position Descriptions, Writing (PMTC 254–8020)
Position Management (MSTC 632–5600; NISC 303–234–2224)
Power, Authority and Influence (SDC 254–3211; WMI 632–5671)
Privacy Act (GAI 632–5662; SDC 254–3211)
Problem Solving (SDC 254–3211; WMI 632–5671)
Procedure Charting (MSTC 632–5600)
Productivity Improvement (SDC 254–3211)
Productivity Improvement Through Office Automation (OSC 632–4184)
Productivity Measurement (MSTC 632–5600)
Program Analysis and Management (MSTC 632–5600)
Program Planning and Evaluation (MSTC 632–5600; WMI 632–5671)
Programming (ADP 632–5650)
Project Management (MSTC 632–5600; WMI 632–5671)
Project Management, Office Systems (ADP 632–5650; OSC 632–4184)
Project Management, Data Processing (ADP 632–5650)
Proofreading (SDC 632–6047; NISC 303–234–2224)
Public Policy and Legislation (GAI 632–5662)
Public Service (SDC 632–6047)

Qualifications Analysis (PMTC 254–8020)
Quality Circles (MSTC 632–5600)
Quantitative Techniques (MSTC 632–5600)

Reading (SDC 632–6047)
Recruitment (PMTC 632–9772)
Reduction in Force (PMTC 254–8020)
Regulation Development and Control (GAI 632–5662)
Regulatory Reform (GAI 632–5662)
Report Writing (SDC 632–6047)
Requests for Proposals, Specifications for (PMTC 632–5636)
Retirement Computations (LERTC 632–4410)
Retirement Planning (LERTC 632–4410; NISC 303–234–2224)
Retrenchment Environment (MSTC 632–5600)

Safety and Health (SDC 254–3211)
Scheduling and Work Assignment (WMI 632–5671)
Secretarial Training (SDC 632–6047)
Security and Privacy of Computer Systems (ADP 632–5650)
Selection, Personnel (PMTC 254–8020)
Selective Placement of the Handicapped (PMTC 632–9772)
Self-Instructional Training Packages (PMTC 632–5636)
Service to the Public (SDC 632–6047)
Sexual Harassment (PMTC 632–9772)
Shorthand (SDC 632–6047)
Simulation/Game Design (PMTC 632–5636)
Space Management (MSTC 632–5600)
Speaking (SDC 632–6047)
Specifications for Requests for Proposals for Training (PMTC 632–5636)
Staff Development (PMTC 632–5636; SDC 254–3211; WMI 632–5671)
Staffing (PMTC 254–8020)
Statistical Averages (MSTC 632–5600)
Statistical Techniques (MSTC 632–5600)
Statistics (MSTC 632–5600; NISC 303–234–2224)
Stress Management (SDC 254–3211; WMI 632–5671)
Stress Management (Secretarial) (SDC 632–6047)
Structured Design and Programming (ADP 632–5650)

Suitability and Security (LERTC 632–4410)
Supervision (SDC 254–3211; NISC 303–234–2224)
Supervisory Grade Evaluation Guide (PMTC 254–8020)
Systematic Analysis and Improvement Techniques (MSTC 632–5600)
Systems Analysis (ADP 632–5650)

Task Analysis (PMTC 632–5636)
Task Force and Project Management (WMI 632–5671)
Teambuilding (WMI 632–5671)
Teamwork (SDC 632–6047)
Technological Innovations, Managing (PMTC 632–5636)
Technologies, Office Automation (ADP 632–5636; OSC 632–4184)
Technology Feasibility Studies (PMTC 632–5636)
Technology, Computer (ADP 632–5650)
Telecommunications Applications (PMTC 632–5636)
Teleconferencing (OSC 632–4184; SDC 632–6047)
Telephone Techniques (SDC 632–6047)
Text Processing (SDC 632–6047)
Time Management (SDC 254–3211; NISC 303–234–2224)
Time Management (Secretarial) (SDC 632–6047)
Training Needs Analysis (PMTC 632–5636)
Training Technology (PMTC 632–5636)
Travel Procedures (MSTC 632–5600)
Typing (SDC 632–6047)

Unacceptable Performance Actions (LERTC 632–4410)
Unfair Labor Practices (LERTC 632–4410)
Uniform Guidelines on Selection Procedures (PMTC 254–8020)
Union-Management Relations (LERTC 632–4410)
Upward Mobility (PMTC 632–9772)
User Groups in Office Automation (ADP 632–5650; OSC 632–4184)

Voice and Diction (SDC 632–6047)
Voucher Examination (MSTC 632–5600)

Womens Program, Federal (PMTC 632–9772)
Word Processing (ADP 632–5650; OSC 632–4184; SDC 632–6047)
Work Flow Analysis (MSTC 632–5600; OSC 632–4184)
Work Measurement (MSTC 632–5600; WMI 632–5671)
Writing (SDC 632–6047; NISC 303–234–2224)

COMMUNICATIONS TRAINING INSTITUTE
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NOTES

FY 83 Communications Workshops

COURSE	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
ACCELERATED READING			6-17			14-25		9-20			8-19	
BASIC COMMUNICATIONS SKILLS	25-5				7-18			16-27				19-30
CONSTRUCTIVE CONFLICT RESOLUTION		15-18		18-21		21-24		3-6		18-21		13-16
EFFECTIVE BRIEFING TECHNIQUES	20-26	17-23		19-25		2-8	6-12	11-17	8-14			14-20
EFFECTIVE COMMUNICATIONS FOR MANAGERS			13-14			9-10		5-6	15-16			22-23
EFFECTIVE ENGLISH WORKSHOP	18-29		6-17		7-18	14-25	11-22	9-20	13-24		1-12	12-23
EFFECTIVE LISTENING & MEMORY DEVELOPMENT	18-19	18-19			14-15	14-15	11-12	16-17	1-2	14-15	8-9	19-20
ESSENTIALS OF ENGLISH			6-17		7-18	14-25		9-20	13-24			12-23
FUNDAMENTALS OF WRITING	25-5	29-10		10-21	7-18	7-18	18-29	16-27	20-1		8-19	12-23
INTERPERSONAL COMMUNICATIONS		1-3	6-8			9-11	4-6	2-4		18-20		19-21
INTRODUCTION TO EDITING	19-20		8-9		16-17		5-6		20-21		30-31	
LETTERWRITING FOR SECRETARIES		2-9			7-14		19-26		1-8		20-29	
LISTENING FOR MANAGERS			1					11				
MANAGING OTHER PEOPLE'S WRITING	28-29	18-19			3-4		7-8		2-3			1-2
PROOFREADING	4-8	1-5	6-10	10-14	7-11	7-11	4-8	9-13	6-10	11-15	15-19	26-30
REPORT WRITING WORKSHOP	13-22	15-24	13-22		7-16	14-23		16-25	20-29	18-27		7-16
TECHNIQUES OF NEGOTIATING		3-5			9-11			18-20			3-5	
VOICE AND DICTION IMPROVEMENT		1-19				7-25			6-24			12-30
WRITING EFFECTIVE LETTERS	18-26		6-14		7-15		4-12		13-21		22-30	

FY 83 Office Management Workshops

COURSE	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
ADVANCED TYPING	13-2	15-9		10-28	15-9		4-22	10-31	21-12		8-26	
BETTER OFFICE SKILLS AND SERVICE	19-22		7-10		14-17		4-7	3-6	6-9	25-28		13-16
INTRODUCTORY TYPING	18-4			10-27			4-21				8-25	
OFFICE MANAGEMENT		15-19	6-10		7-11	14-18	11-15		20-24		1-5	19-23
SECRETARIAL DECISION MAKING	4-7		13-16		1-4		25-28		27-30		1-4	
SECRETARIAL PRODUCTIVITY THROUGH INDIVIDUAL LEADERSHIP		2-5		17-20		1-4		10-13	14-17			26-29
SECRETARIAL TECHNIQUES		16-19	6-9			22-25		24-27	7-10		22-25	
SEMINAR FOR EXECUTIVE SECRETARIES	5-7		8-10		23-25		12-14		28-30			21-23
SHORTHAND REFRESHER		29-17			28-18			2-20		11-29		
STRESS MANAGEMENT FOR SECRETARIES	13-15		1-3		9-11		25-27		20-22		29-31	
SUCCESSFUL TEAMWORK: HOW SUPERVISORS AND SECRETARIES ACHIEVE IT		1		31			4			11		
TELEPHONE TECHNIQUES: THE COMMUNICATION CONNECTION		22			1	21		26	29			15
TIME MANAGEMENT FOR SECRETARIES	6&13		8&15			16&23	20&27	17&24	22&29		2&9	20&27
WORD PROCESSING: A CLERICAL/ SECRETARIAL ORIENTATION		3-5			2-4			2-4			10-12	
WORD PROCESSING FOR MANAGERS			6-7						21-22			

NOTES

NOTES

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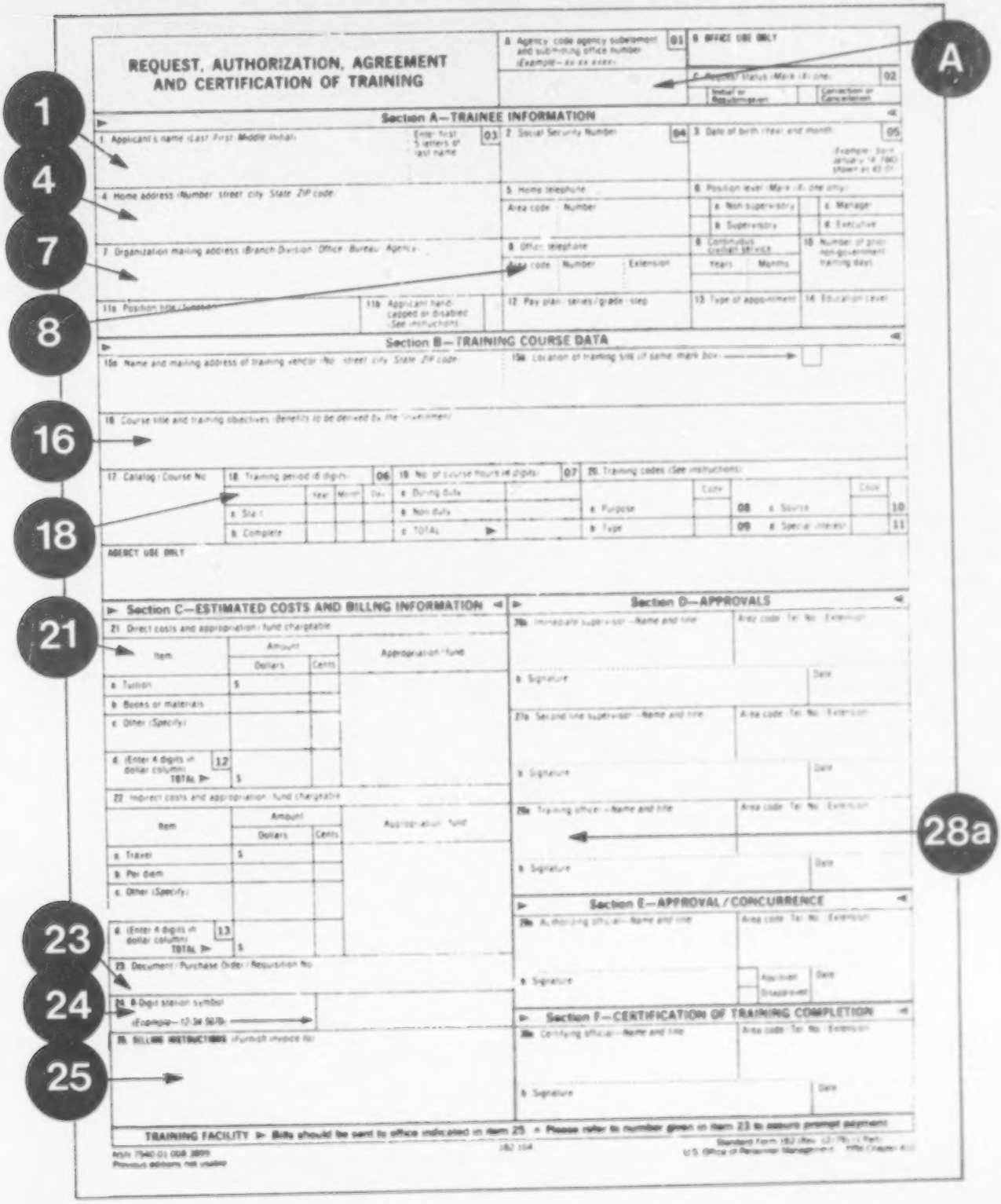
NOTES

The sample nomination form on the opposite page highlights those items that are essential to prompt processing of nominations.

U.S. GOVERNMENT PRINTING OFFICE : 1982 O - 377-143

A - submitting office number
1 - applicant's name
4 - home address or address to which precourse materials should be mailed
7 - organizational mailing address without acronyms or initials
8 - applicant's office telephone number

16 - title of course
18 - dates of the course
21 - tuition
23 - Purchase Order Number
24 - SIBAC Number
25 - billing instructions
28a - training officer's name and phone number



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